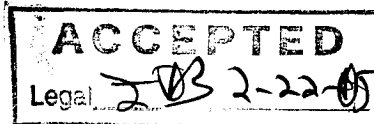


Donna C. Forrest  
#1 Holly Ferry Ct  
Lexington, SC 29072



RECEIVED  
2005 FEB 22 AM 8:12  
SC PUBLIC SERVICE  
COMMISSION

Feb. 18, 2005

Public Service Commission of South Carolina  
Attn Docketing Dept  
P.O. Drawer 11649  
Columbia, SC 29211

Gentlemen:

Reference Carolina Water Service, Inc.  
Docket # 2004-357-WS

As an 11 year customer of Carolina Water Service, I am opposed to any rate increase for Carolina Water Service. I own a townhouse at Lands End at Watergate in Lexington, County and Carolina Water Service has no justification for a rate increase.

The water quality here is not good. There is an obnoxious odor and most of the residents here drink bottled water or filtered water. They have a treatment facility adjacent to our property and the odor there is just plain nasty. It often smells like raw sewage.

The rates now for my unit are outrageous. I am a single 60 year old woman and my bills are always between \$48 and \$52 per month. We have a lot of problems with sewer back ups and the instructions on each bill every month say, "if you have a sewage problem, call Carolina Water Service and we will come out to check the problem. Do Not Call a Plumber". They deny any responsibility to correct the problem by replacing 30 year old pipes. They will run a "snake" down the line to clear it. After numerous back ups at my home, they finally ran a camera down the line and found roots which they "cut". The technician said the roots will be back.

It is unbelievable to hold your breath every time you flush your toilet, but that is what I do. I know that I cannot use the washing machine or dishwasher and flush the toilet at the same time or water will back up in my shower and the toilet will overflow.

I have spoken with Chad Campbell at the Public Service Commission numerous times about the problems we have here. He has told me that he "will check on it and call me back". This has been since last summer, and every time I call Chad, he will "get back to me". He has not gotten back to me.

**Please do not allow a rate increase for this company and PLEASE MAKE SURE  
OUR WATER IS SAFE HERE TO BATHE IN AND TO DRINK.**

**Thank you for placing my comments on record.**

**Sincerely,**

**Donna C. Forrest**

A handwritten signature in cursive script that reads "Donna C. Forrest". The signature is written in black ink and is positioned below the printed name.